

AUG 24 2004

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OFFICIALPatent
Attorney's Docket No. 99-836**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Patent Application of)
)
James J. DREW et al) Group Art Unit: 3623
)
Application No.: 09/953,118) Examiner: Robinson Boyce, Akiba K
)
Filed: June 13, 2000)
)
For: A METHOD FOR EVALUATING)
CUSTOMER VALUE TO GUIDE)
LOYALTY AND RETENTION)
PROGRAMS)

AMENDMENT/REPLY TRANSMITTAL LETTER

Commissioner For Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450

Sir:

Enclosed is a reply for the above-identified patent application.

- ☐ A Petition for Extension of Time is also enclosed.
- ☐ A Terminal Disclaimer and a check for ☐ \$55.00 ☐ \$110.00 to cover the requisite Government fee are also enclosed.
- ☐ Applicant(s) request continued examination under 37 C.F.R. § 1.114 and enclose the ☐ \$385.00 ☐ \$770.00 fee due under 37 C.F.R. § 1.17(e).
- ☐ Applicant(s) previously submitted _____, on _____, for which continued examination is requested.
- ☐ A request for Entry and Consideration of Submission under 37 C.F.R. § 1.129(a) is also enclosed.

Amendment/Reply Transmittal Letter
 Application Serial No. 09/593,118
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- ☐ No additional claim fee is required.
- ☐ An additional claim fee is required, and is calculated as shown below:

| AMENDED CLAIMS | | | | | |
|--|---------------|---|--------------|--------------|-----------------|
| | No. of Claims | Highest No. Of Claims Previously Paid For | Extra Claims | Rate | Additional Fee |
| Total Claims | 65 | 60 | 5 | x \$18.00 = | \$90.00 |
| Ind. Claims | 6 | 4 | 2 | x \$ 86.00 = | \$172.00 |
| If Amendment adds multiple dependent claims, add \$280.00 | | | | | |
| Total Amendment Fee | | | | | |
| If Small entity status is claimed, subtract 50% of Total Amendment Fee | | | | | |
| TOTAL ADDITIONAL FEE DUE FOR THIS AMENDMENT | | | | | \$262.00 |

- ☐ A claim fee in the amount of \$_____ - is enclosed.
- ☒ Charge \$ 262.00 to Deposit Account no. 07-2347.


To the extent necessary, a petition for an extension of time under 37 C.F.R. § 1.136 is hereby made. Please charge any shortage in fees due in connection with the filing of this paper, including extension of time fees, to Deposit Account No. 07-2347 and please credit any excess fees to such deposit account.

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The Commissioner is hereby authorized to charge any other appropriate fees that may be required by this paper that are not accounted for above, and to credit any overpayment, to Deposit Account No. 07-2347.

Respectfully submitted,

By: _____


Joel Wall
Reg. No. 25,648

Verizon Corporate Services Group Inc.
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Date: August 24, 2004

AUG 24 2004

**Intellectual Property Law Group****Verizon Corporate Services Group Inc**

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OFFICIAL

To: U.S. Patent and Trademark Office – From: Christian R. Andersen
Examiner: Robinson Boyce, Sr. Paralegal – Intellectual Property
Akiba K
Group Art Unit: 3623

Fax: 703-872-9306

Pages
with 41
Cover:

FORMAL SUBMISSION OF:

- 1) Amendment Transmittal;
- 2) Request for Continued Examination (RCE) Transmittal; and
- 3) Amendment.

Title: A METHOD FOR EVALUATING CUSTOMER VALUE TO GUIDE LOYALTY
AND RETENTION PROGRAMS
Serial No. 09/593,118
Filing Date: June 13, 2000
First Named Inventor: James Howard DREW
Atty. No. 99-836

CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that the above-referenced documents are facsimile transmitted to the Patent and Trademark Office on the date shown below:


Christian R. Andersen

Date of Transmission: August 24, 2004